

**PHILIPPINE VETERANS AFFAIRS OFFICE**  
**CITIZEN'S CHARTER** Version 3  
**FINANCE DIVISION**



Serbisyo sa Beterano,  
Serbisyo sa Bayan

# ISSUANCE OF NOTICE OF APPROVAL

Steps	Applicant/ Client	Duration of Activity (Under normal circumstances)	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
<b>I. Issuance of Notice of Approval (NOA)</b>				
1	Proceed to COUNTER 4 of Finance Frontline and accomplish the necessary forms (Request for Pick-Up Form)  a. If applicant is the claimant/beneficiary  b. If by representative	5 mins	Finance Division  Veterans Assistance and Communication Section  AFCE / FCE II Frontline Officer	1. 2 valid IDs, original copy of pension application  2. Special Power of Attorney (SPA), ID of representative (must be a direct descendant of the claimant), original copy of pension application
2	Upon receipt of NOA, proceed to your chosen accredited bank or financial institution located within the city where you reside to open a PVAO pension account.  <i>In case claimant's failure to reply to SMS notification, NOA will be mailed accordingly. For tracking purposes, claimant may ask for the following information:</i>  -Date of Mailing -Registry Number -Tracking Number	Depending on the Bank          5 mins	AFPSLAI AMWSLAI AUB CWSLAI DBP LBP Maybank PVB UCPB  Finance Division  Veterans Assistance and Communication Section  AFCE / FCE II Frontline Officer	NOA, Pension Application Form, Valid IDs

3	After opening an account, proceed to COUNTER 1 of the Veterans Assistance and Communication Section (Frontline) at the Finance Division and submit the documentary requirements for enrollment to the Direct Remittance Pension Servicing System (DRPSS)  For claimant's convenience, he/she may opt to choose submission of their BCS thru their chosen bank or financial institution	10 mins	Finance Division  Veterans Assistance and Communication Section  AFCE / FCE II Frontline Officer	<b>Initial Pension:</b> 1. Bank Confirmation Slip (BCS) with 1x1 ID photo 2. Snapshot (c / o bank) or photocopy of ATM or Passbook 3. Photocopy of 2 valid ID cards  If pensioner is represented by a relative, he/she must present a Special Power of Attorney (SPA) or authorization letter.
4	Get your receiving duplicate copy of the Bank Confirmation Slip (BCS).	3 mins		Make sure you have the receiving copy of the BCS and acknowledgement receipt before leaving the counter

# TRANSFER OF BANK / FINANCIAL INSTITUTION

<b>I. Transfer of Bank / Financial Institution and Change of Account</b>				
1	Proceed to the Veterans Assistance and Communication Section (Frontline) at the Finance Division and request for a Bank Remittance Application Form (BRAf).	5 mins	Finance Division  Veterans Assistance and Communication Section  AFCE / FCE II Frontline Officer	Bank Remittance Application Form (BRAf)
2	Accomplish the Bank Remittance Application Form and proceed to your chosen bank or financial institution located within the city/ municipality where you reside to open a new PVAO pensioner account. Have the bank manager sign the BRAf.	Depending on the Bank/ Financial Institution	AFPSLAI AMWSLAI AUB CWSLAI DBP LBP Maybank PVB UCPB	1. Duplicate copy of the Pension Application with claim number or Certificate as a Pensioner 2. 2 Valid ID Cards 3. Proof of claimant's residency (Billing Statements) 4. 2x2 ID Photo 5. BRAf
3	Once the pensioner has opened a new account, proceed to COUNTER 1 of the Veterans Assistance and Communication Section (Frontline) at the Finance Division and submit the documentary requirements for transfer of bank or financial institution.	10 mins	Finance Division  Veterans Assistance and Communication Section  Frontline Officer	1. BRAf with 2x2 ID photo 2. Snapshot (c/o bank) 3. Photocopy of ATM/Passbook 4. Photocopy of accomplished Pension Application Form 5. Photocopy of 2 valid IDs 6. Certificate of No Loan Obligation (if bank or financial institution has loan facility)  If pensioner is represented by a relative, he/she shall present a Special Power of Attorney (SPA) or authorization letter
4	Get your receiving duplicate copy of BRAf.	5 mins	Finance Division Veterans Assistance and Communication Section  AFCE/ FCEII Frontline Officer	<b>(Make sure you have the receiving copy of BRAf before leaving the counter.)</b>

# NOTICE TO OPEN A PVAO PENSION ACCOUNT (NOPPA)

Steps	Applicant/ Client	Duration of Activity (Under normal circumstances)	Division/ Section/ Unit and Person- In-Charge	Documentary Requirements
1	Claims Division will inform Finance Division of the names of claimants with approved pension claim	5 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II	Document Transmittal Form
2	Finance Division will prepare NOPPA to be sent to the email address of the bank/ financial institution chosen by the claimant	20 mins		NOPPA
3	Finance Division will prepare transmittal for text blast informing claimant to proceed to his/her chosen bank/ financial institution	30 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II MID	Transmittal with claimant's name, address, contact number
4	Claimant will proceed to the bank/ financial institution to open a PVAO Pension Account (PPA)	Average of 30 mins to open a PPA	Claimant	Acknowledgement receipt, Identification cards and other documents deem required by the bank and financial institution
5	The bank/ financial institution will submit the scanned copy of Bank Confirmation Slip (BCS) thru the designated official email address of Finance Division	Bank/ Financial institution to submit within 1 to 3 working days after the account has been opened	Bank/ financial institution	Bank Confirmation Slip (BCS)
6	Finance Division receives the documents for enrolment to the Direct Remittance Pension Servicing System	3 - 4 days	BRSS Encoder	Bank Confirmation Slip (BCS)

# NOPPA

Notice to Open PVAO Pension Account

Formerly: Notice of Approval (NOA)

A notification addressed to the bank/ financial institution of the approval of claimant's application for pension and to allow the latter to open a PVAO Pension Account (PPA) to their bank financial institution.

## RESUMPTION OF SUSPENDED / TERMINATED PENSION

Steps	Client	Duration of Activity (Under normal circumstances)	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
1	Present ID to the Officer of the Day and write name.	2 mins	Finance Division VACS	Valid ID
2	Receive advice from the Officer of the Day depending on the concern.  a. If there is no other issue, the pensioner will receive a copy of the Lift Order acknowledged/ received by the bank or financial institution.  b. If there are other issues, the pensioner will be directed to the concerned division.	5 mins	Finance Division VACS	